

Chelsea DeGlopper

UX & PRODUCT DESIGN

📍 Brooklyn, NY

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UX designer with 5+ years experience in design and research across disciplines. With an MS in Human Factors and former career as a librarian and educator, I combine expertise in the organization of information, human-computer interaction, and user-centered design methods for an informed, holistic, and flexible approach to UX. I specialize in designing for complex domains and navigating the intersection of user, engineering, and business needs in enterprise software.

PROFESSIONAL EXPERIENCE

2019 - **UX Designer**
PRESENT | Veracode | Burlington, MA

- Lead designer for our SCA product within a B2B software security SaaS platform
- Collaborate with product managers, developers, and other stakeholders on new features and enhancements from discovery and definition into production
- Participate in research activities to uncover user needs and validate designs, including usability testing, user interviews, and journey mapping
- Contribute to design critiques, design thinking exercises, and cross-product UX strategy

2019 | **Contract UX Designer**
3Derm | Boston, MA

- Provided usability evaluation and UX design services for a medical imaging start-up as they launched a mobile version of their software

2018 | **UX Design Intern**
L.L.Bean | Freeport, ME

- Collaborated across an interdisciplinary team to conduct competitive analysis, build high fidelity interactive prototypes for usability testing, and produce production-ready designs for new and improved features for an e-commerce website

2012 - **Instructional Designer**
2019 | Touro College Libraries | New York, NY

- Led the 2016 redesign of the library website, from a content audit, through iterative design and testing, to implementation and assessment
- Designed and implemented online learning content, workshops, and marketing materials
- Developed and taught four new courses in research and writing
- Chief editor & administrator for Wordpress-hosted blog

EDUCATION

2019 | **MS Human Factors in Information Design**
Bentley University

Selected Projects:

Data Visualization & Interface Design

Client: MA Department of Local Services Redesigned the interface and optimized data visualizations for the Municipal Finance Dashboard website and presented to the Commissioner

Product Development & Design

Client: Watertown Public Schools
Collaborated with design and marketing teams to develop a business plan and MVP prototype for a new solution, which we pitched to the Superintendent

Heuristic Review & Usability Testing

Client: The MathWorks
Worked with a team to provide a heuristic expert review and subsequent remote moderated usability testing of a companion website for MATLAB

2012 | **Master of Library & Information Science**
SUNY Buffalo

Coursework: Structures for Organizing Information | Digital Information Retrieval | Information Literacy | Information Technology | Research Methods

2010 | **Bachelor of Arts**
University of Rochester

Major: History, Religion | *Minor:* Music

TOOLS

- *Prototyping:* Sketch, Figma, Axure, Invision, Illustrator
- *Sketching & Diagramming:* Mural, Freehand, LucidChart
- *Coding:* HTML & CSS; novice Javascript, Java, PHP
- *Data:* Pendo, Looker, Google Analytics, Qualtrics, Excel